

Overall Satisfaction Insights

Majority Positive Impact:

An impressive 76% of participants reported that Braven enhanced their career or graduate school prospects either "quite a bit" or "a great deal" (208 out of 330 participants). This reflects the program's effectiveness in delivering substantial value to the majority of its participants.

Moderate to Little Impact:

Approximately 23% of participants indicated only "moderate" or minimal improvement. While this figure is relatively lower, it points to opportunities for refinement to ensure a consistently impactful experience across the board.

Low Satisfaction:

A smaller yet notable 5% (17 participants) reported no improvement in their prospects. Investigating the factors behind this feedback could uncover key insights for targeted program enhancements.

Satisfaction by Program (Site 1 vs. Site 2)

Site 1 Observations:

- **High Ratings:** Approximately 32% of Site 1 participants felt Braven "improved their chances quite a bit," while another 30% rated it as "a great deal." Combined, 62% of participants expressed high satisfaction.
- **Lower Ratings:** About 23% reported only "moderate" improvement, while 15% experienced little to no impact (~10% + ~5%). This indicates that a larger proportion of Site 1 participants felt moderate or limited benefit compared to Site 2.

Site 2 Observations:

- **High Ratings:** Site 2 participants displayed higher satisfaction, with 68% indicating the program "improved their chances quite a bit" or "a great deal" (approximately 34% each).
 - **Lower Ratings:** Only 19% reported "moderate improvement," and 12% noted little or no impact (~8% + ~4%). This suggests Site 2 is achieving a more consistently positive participant experience.
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Overall NPS Score Distribution Insights

Promoters (9–10 Scores):

Approximately 30.30% of participants are Promoters, serving as enthusiastic advocates for the program.

The fact that 75 participants scored a perfect 10—making it the largest single group—demonstrates significant endorsement.

Passives (7–8 Scores):

Passives, accounting for 26.06% of participants, are generally satisfied but less likely to actively recommend the program. This group represents a strategic opportunity to convert satisfied participants into loyal advocates.

Detractors (0–6 Scores):

Detractors, comprising 43.64% of participants, reflect a sizable proportion of dissatisfaction. The highest concentration of Detractors (48 participants) rated the program a 5, followed by 25 participants rating it a 6. Addressing the root causes of their dissatisfaction could shift the overall perception positively.

Key Engagement Observations

1. **Job Search Self-Efficacy:**

- **Average Score (5.87):** Most participants report a strong sense of preparedness for job searches, with a mean score close to the maximum (7.0).
- **Consistency:** Scores are tightly clustered around the mean, as evidenced by the low standard deviation (1.14), suggesting uniform participant confidence in this area.

2. **Career Self-Efficacy:**

- **Average Score (5.98):** Confidence in career-related skills slightly surpasses job search self-efficacy.
- **Range:** Similar to job search self-efficacy, scores are concentrated within the interquartile range (5.56–7.00), reflecting a consistently high level of participant confidence.
- **Reliability:** The low variance (Std: 1.03) further underscores the consistency in this metric.

3. **Networking Self-Efficacy:**

- **Average Score (3.52):** Networking self-efficacy emerges as a key area for improvement, with scores significantly lower than the other two metrics.
- **Diverse Experiences:** A broader interquartile range (2.75–4.25) and higher standard deviation (1.03) suggest variability in participants' confidence levels in networking, pointing to potential gaps in program support for this critical skill.